

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.2b

Executive Summary

Period Ending 01/31/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	38
2.1	Response Time - Medium	90%	100%	77
2.2	Response Time - Low	90%	100%	0
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	38
2.4	Resolution Time -Medium (Complex)	90%	100%	77
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	116
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	115	115

Monthly Highlights

- 1) Held daily FMS meetings on Operations File Transfer status for all SFA programs and feeder systems.
- 2) Assisted Direct Loan program contacts in communications with File Transfer Status in FMS.
- 3) Reviewed FMS access process and lessons learned from FFEL GA beginning with Lender Redesign project leads.
- 4) Added and updated 8% volume of user to FMS.
- 5) Most of the activity of the Tier I & II Help Desk issues were related to File Transfer, LEAP Performance Report, Direct Loan Servicing Contractors, CFO Processes, and Access and ID issue.
- 6) Reviewed Change Request Log with FMS Operations, and closed completed items. Total of 40 High priority items currently.
- 7) Logged all FMS Help Desk calls from 01/01/01 through 01/31/01.

(See Appendix A for detailed explanations of the Metrics.)